

PILOT CONTRACTORS' MEETING
16 MAY 2001
HOFFMAN II, ROOM 2S33

The meeting began at 0830 with opening remarks by Dinah Locklear.

Dave Green, contracting officer, gave brief remarks

Donna Jack briefed the status of the pilot with the latest statistics, information on performance scores and the TRANSCOM evaluation. Reminded everyone that the Navy has suspended participating in any of the pilot programs. Ms. Jack reported that the pilot has a 66% SIT rate, down from the initial rate and down from the current program's 70-75% rate (spread as each service is different).

Mary Spencer discussed that the contractors need to improve on the member contact information. It is better now than earlier in the program, but still needs improvement. Members she spoke with have been quite satisfied with the Pilot Program.

Brooke Caldwell (SRA) reminded the audience that member information can be added to a PTOPS record at any time, regardless of the shipment status.

Dinah Locklear reminded contractors that we need the contact information to measure performance. We need to be able to validate claims information to answer to TRANSCOM, GAO, and DODIG. We are currently conducting a random sampling and if contact information is not available, task cannot be completed.

Ann Peterson reiterated the issue on contact information. If all else fails, include the contact information on the invoice. Also, ensure Parsifal has your company's contact name and phone number.

Ann Peterson went over the due outs. C. C. Cairns, Ryder Move Management, says that sometimes the member leaves an unauthorized person to sign for household goods shipment delivery. Ann P. responded that the contractor needs to ensure that the individual signing for delivery is actually authorized to sign and encourage the service member to designate an agent in PTOPS if he/she will not be there to accept the shipment.

Jim Hopson (SRA) conveyed that another change coming out to PTOPS will allow the contractor to add delivered information on a diverted shipment.

Ann Peterson showed the group a form developed by Henry Bailey in Florida, which allows the contractor to fill out, and fax to the PPSO's -- might make it easier for the PPSOs to enter information into PTOPS from the form. She handed out copies for them to use if they wanted to.

Claims information must now be submitted electronically. The contractor must enter settled claims data or generate and save a "no settled claims report" in PTOPS no later than the first working day following the 4th of the month. Otherwise, the data/report will be considered late.

Pat Rowan advised industry that the PPSOs have been reminded of their responsibilities in handling short notice shipments. If they have specific concerns please keep MTMC informed so we can evaluate each issue. This generated conversation regarding Ft Bragg, NC not booking shipments as early as expected resulting in short notice shipments.

Industry representative stated they were able to have a long conversation with someone at Ft. Bragg who said that the 5 days notice is now the norm -- across the board. Also it is taking an extremely long time for them to authorize SIT and give accessorial approvals.

Some destinations are still not really playing in the pilot. They need a little education.

The contractors were given a little background on Task Force Fix and the working groups. Dinah Locklear briefed that most likely, the pilot would not be extended. David Green said that contractually, in order for the pilot to continue, it would have to be recompeted. The pilot will most likely end in Jan 02, however, any shipments still in the system will need to be followed through until delivery and claims process is complete. The pilot served its purpose -- as the pilot. TRANSCOM needs to evaluate all pilots, and decide the direction to go in the future. In the interim, as budgets allow, Task Force Fix will move forward to incorporate those proven successes into the current program.

The question was asked about our memo which announced that the Navy has suspended their participation in all pilots. Is that the official notification of this for all pilots? Do the contractors need to continue allowing for capacity out of Naval installations? Navy installations will continue to process pilot shipments belonging to other services.

Meeting adjourned at 1030.

Contractor Attendees

ATTENDEE	COMPANY
Arpin, Donald	Coastal Moving and Storage, Inc.
Barker, Mike	Atlas Van Lines, Inc.
Blot, Mike	JK Moving and Storage, Inc.
Buck, Steven	American Red Ball International, Inc.
Cairns, C. C.	Associates Relocation Management Co.
Connell, Mike	Suddath Van Lines, Inc.
Constable, Connie	Interstate Van Lines
Ewing, Bob	A.V.L. Transportation
Fogarty, Jerry III	Fogarty Van Lines
Hendrickson, Danny	Carlyle Van Lines, Inc. (& Wabash Fwd, Inc)
Hopkins, Becky	Security Storage Company, Inc.
Keene, Kim	Perfect Pak Company, Inc.
Kelly, Larry	Mayflower Transit, Inc.
Kohl, Charlie	United Van Lines, Inc.
McDonald, Ron	Affiliated Transportation Systems
Mensch, Don	Great American Forwarders, Inc.
Miller, Brenda	American Van Services, Inc.
Owen, Jay	Cartwright International Van Lines, Inc.
Richardson, Mike	Ambassador Van Lines, Inc.
Schneeman, Tim	A Relocation Solutions
Sneeden, David	Terminal Storage Company, Inc.
Standley, Frank	American World Forwarders
Swing, Rex	Wheaton Van Lines, Inc.
Tucker, Amber	Cendant Mobility
Webb, Diane	Ryder Move Management
Wilken, Peggy	Stevens Worldwide Van Services
Wozniak, Rick	Bekins Van Lines
Wunderlich, Jeff	Aalco Forwarding, Inc.
Head, Terry	Household Goods Forwarders Assoc. of Am.
Rothleder, Linda	Military Mobility Coalition

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(Updated)

Due Outs

1. Could you provide the claims trends on a chart from the beginning of the program to the end?

DOD Response: Based on the PWS, the claims frequency should be no greater than 17% for the 1st year of the pilot and no greater than 16% in the 2nd and 3rd years of the pilot per contractor. The attached chart shows the average percent of the claims frequency of all contractors from Sep 1999 through Jun 2001. The chart shows an upward trend in claims frequency as the program progressed due to the claims data being collected on a cumulative basis. A peak was reached in the June 2000 timeframe and then took a downward trend due to a change in the collection of data. We now collect the most current 12 months of claims.

2. Will you provide storage-in-transit (SIT) frequency and volume regarding unaccompanied baggage (UB) shipments going into SIT?

DOD Response: The reengineering team has completed a review of UB shipments going into SIT based on calendar year 2000 for domestic and international pilot program shipments. Facts are presented as follows: 1. Domestic UB SIT shipments equals .003% of the total number of domestic pilot shipments (6756 shipments). Most of the domestic UB shipments were inadvertently entered in PTOPS as baggage in lieu of HHG's. These shipments have been corrected and identified correctly in PTOPS. Therefore the volume of domestic UB shipments remains low. 2. International UB SIT shipments equals 43% of the total number of International pilot shipments (1254 shipments).

Further research has determined that some of the UB SIT shipments are the result of:

1. Members moving in conjunction with TDY
2. Changed orders
3. Members' departing prior to the family and their UB shipment arrives at destination early.
4. In some cases all the necessary amenities are provided at destination and the member does not need or have room for their UB shipment. For example they may be staying in a hotel.

3. Will you share with us the Customer Satisfaction range of the contractors.

DOD Response: Range of contractors' scores as of 31 Jul 01--
32 contractors are 85-89%
3 contractors are over 90%

4. We researched the Ft. Bragg issue.

Concern - Ft Bragg, NC not booking shipments as early as expected during the summer peak season.

DOD Response: We have addressed your concerns with the COR at Ft Bragg and were advised that they have experienced some workload problems, but are working overtime to process shipments as quickly as possible. The PPSO is transitioning to a contracted operation; therefore, we attribute their current difficulties to this transition period. From the information gathered, it appears that the contractor is working hard to catch up on the backlog. We emphasized the importance of booking shipments at least 2 months out from the pickup date because of peak season.

Claims Frequency

